



## **DYMALLY-ALATORRE BILINGUAL SERVICES ACT DEFINITION OF KEY TERMS**

### **Bilingual Person**

Is a person who is proficient in both the English language and the foreign language to be used (Government Code Section 7296).

### **Contracted Telephone-Based Interpretation Services**

A contract between a private vendor and a state agency to provide interpretation services via the telephone for a rate according to a contractual agreement (Government Code Section 7299.1).

### **Interpretation**

The oral or manual transfer of a message from one language to another.

### **Fluent in a Second Language but not Certified as Bilingual**

An employee who: (a) speaks both English and a second language and may provide direct services, information, or assistance to the public (literacy in the second language is desirable but not required); and (b) has **NOT** passed an SPB or departmentally administered or other approved bilingual fluency examination.

### **Limited English or Non-English-Speaker**

An individual who cannot speak English and is seeking assistance from a state office or representative; and (a) is unable to read, speak or write English; or (b) has a limited ability to communicate or understand English - to the extent that the limitation inhibits the normal provision of general or technical information or services to that individual.

NOTE: If a client speaks English but needs assistance in another language in order to utilize departmental services, that client is non-English-speaking. If an employee thinks they have not been able to provide full information or services to an individual because of that individual's difficulty in using English, they should be counted as a non-English-speaker.

### **Non-English-Speaking Persons**

Are members of a group who either do not speak English, or who are unable to effectively communicate in English because it is not their native language (Government Code Section 7296.2).

**Native Language**

The language that a person identifies as the language of their origin.

**Public Contact**

Person-to-person written or telephone communication with an individual from the public; e.g., clients, patients, inmates, wards, persons requesting information or being investigated. Do not count contacts from other State employees. Contacts from employees, officers, or officers of other government agencies are not counted.

**Public Contact Position**

A position determined by the agency to be one which emphasizes the ability to meet, contact and deal with the public in the performance of the agency's functions. (Government Code Section 7297)

**State Employee Certified as Bilingual**

An employee who: (a) speaks both English and a second language and provides direct services, information, or assistance to the public (literacy in the second language is desirable but not required); and (b) has successfully passed an SPB or departmentally administered or other approved bilingual fluency examination.

**Substantial Number of Non-English-Speaking People**

Are members of a group who either do not speak English, or who are unable to effectively communicate in English, and who comprise 5% or more of the people served by any local office or facility of a state agency (Government Code Section 7296.2).

**Sufficient Number of Qualified Bilingual Persons**

The number of qualified bilingual persons required to provide the same level of services to non-English-speaking persons as is available to English-speaking persons seeking such services (Government Code Section 7296.4).

**Translation**

The written transfer of a message from one language to another.